

Program A: Injured Worker Benefit Protection Program

Unless otherwise indicated, all objectives are to be accomplished during or by the end of FY 2003-2004. Objectives may be key or supporting level. The level of the objective appears after the objective number and before the objective text.

Performance indicators are made up of two parts: name and value. The indicator name describes what is being measured. The indicator value is the numeric value or level achieved within a given measurement period. For budgeting purposes, performance indicators are shown for the prior fiscal year, the current fiscal year, and alternative funding scenarios (continuation budget level and Executive Budget recommendation level) for the ensuing fiscal year of the budget document. Performance indicators may be key, supporting, or general performance information level. Key level is indicated by a "K" in the "Level" column of the standard performance indicator table. Supporting level is indicated by an "S" in the "Level" column of the standard performance indicator table. General Performance Information indicators appear in tables labeled as General Performance Information.

DEPARTMENT ID: 14- Department of Labor

AGENCY ID: 14-475 Office of Workers' Compensation

PROGRAM ID: Program A: Injured Workers' Benefit Protection Program

1. (KEY) To resolve disputed claims before they reach the pre-trial stage.

Strategic Link: *Office of Workers' Compensation, Program A, Goal I - Administer a financially sound system, encourage a safe workplace and administer the resolution of workers' compensation disputes in an efficient, timely, and impartial manner.*

Louisiana: Vision 2020 Link: Not applicable

Children's Cabinet Link: Not applicable

Other Link(s): Not applicable

Explanatory Note:

LaPAS PI CODE	L E V E L	PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES					
			YEAREND PERFORMANCE STANDARD FY 2001-2002	ACTUAL YEAREND PERFORMANCE FY 2001-2002	PERFORMANCE STANDARD AS INITIALLY APPROPRIATED FY 2002-2003	EXISTING PERFORMANCE STANDARD FY 2002-2003	PERFORMANCE AT CONTINUATION BUDGET LEVEL FY 2003-2004	PERFORMANCE AT EXECUTIVE BUDGET LEVEL FY 2003-2004
3887	S	Number of dockets (caseload) ²	9,000	9,310	9,000	9,000	9,310	9,310
3892	S	Number of mediations held	5,000	4,420	5,750	5,750	5,750	5,750
3894	K	Percentage of mediations resolved prior to pre-trial ³	40%	33%	40%	40%	40%	40%
3895	K	Average days required to close 1008 disputed claims ⁴	180	261	180	180	180	180
10357	K	Percentage of claims resolved within six months of ⁴ filing	65%	54.0%	65%	65%	65%	65%

¹ The indicator "number of dockets" includes new 1008 claims and new 1011 settlements. The 1008 for is used by the Office of Worker's Compensation to initiate a disputed workers' compensation claim or lawsuit. Many of these claims are settled or are resolved completely without going to trial. In addition, the 1011 claim form is the Office of Worker's Compensation form to settle a workers' compensation not in dispute, which the workers compensation judge may or may not approve.

² This does not reflect the large number of partial resolutions, where some or most of the disputes in a claim are resolved through mediation. A full resolution is when all disputes within a claim are resolved and the claim is dismissed.

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2. (SUPPORTING) The Medical Services Section will resolve 100% of the medical disputes filed within 45 days of receipt.

Strategic Link: *Office of Workers' Compensation, Program A, Goal 1--Administer a financially sound system, encourage a safe workplace and administer the resolution of workers' compensation*

Louisiana: Vision 2020 Link: Not applicable

Children's Cabinet Link: Not applicable

Other Link(s): Not applicable

Explanatory Note:

LaPAS PI CODE	L E V E L	PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES					
			YEAREND PERFORMANCE STANDARD FY 2001-2002	ACTUAL YEAREND PERFORMANCE FY 2001-2002	PERFORMANCE STANDARD AS INITIALLY APPROPRIATED FY 2002-2003	EXISTING PERFORMANCE STANDARD FY 2002-2003	PERFORMANCE AT CONTINUATION BUDGET LEVEL FY 2003-2004	PERFORMANCE AT EXECUTIVE BUDGET LEVEL FY 2003-2004
3899	S	Number of medical disputes resolved	1,246	1,053	1,246	1,246	1,540	1,540

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3. (KEY) The Fraud Section will complete 90% of all investigations initiated.

Strategic Link: *Office of Workers' Compensation, Program A, Goal I - Administer a financially sound system, encourage a safe workplace and administer the resolution of workers' compensation disputes in an efficient, timely, and impartial manner.*

Louisiana: Vision 2020 Link: Not applicable

Children's Cabinet Link: Not applicable

Other Link(s): Not applicable

Explanatory Note:

LaPAS PI CODE	L E V E L	PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES					
			YEAREND PERFORMANCE STANDARD FY 2001-2002	ACTUAL YEAREND PERFORMANCE FY 2001-2002	PERFORMANCE STANDARD AS INITIALLY APPROPRIATED FY 2002-2003	EXISTING PERFORMANCE STANDARD FY 2002-2003	PERFORMANCE AT CONTINUATION BUDGET LEVEL FY 2003-2004	PERFORMANCE AT EXECUTIVE BUDGET LEVEL FY 2003-2004
3902	S	Number of investigations initiated	3,200	4,914	3,000	3,000	3,100	3,100
3904	K	Percentage of initiated investigations completed	87.0%	89.3%	90.0%	90.0%	90.0%	90.0%

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4. (KEY) Workplace Safety section will respond to 90% of request received from high hazard private employers within 60 days of request and will conduct safety compliance inspections of targeted at-risk employers. ¹

Strategic Link: Office of Worker's Compensation, Program A: Goal 1: Administer a financially sound system, encourage a safe workplace and administer the resolution of Workers' compensation disputes in an efficient, timely, and impartial manner.

Louisiana: Vision 2020 Link: Not applicable

Children's Cabinet Link: Not applicable

Other Link(s): Not applicable

Explanatory Note:

LaPAS PI CODE	L E V E L	PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES					
			YEAREND PERFORMANCE STANDARD FY 2001-2002	ACTUAL YEAREND PERFORMANCE FY 2001-2002	PERFORMANCE STANDARD AS INITIALLY APPROPRIATED FY 2002-2003	EXISTING PERFORMANCE STANDARD FY 2002-2003	PERFORMANCE AT CONTINUATION BUDGET LEVEL FY 2003-2004	PERFORMANCE AT EXECUTIVE BUDGET LEVEL FY 2003-2004
3932	S	Number of request received	250	498	365	365	498	498
3933	K	total number of visits	641	656	642	642	930 ²	930 ²
3934	K	Total visits closed	641	746	642	642	930 ²	930 ²
3939	K	Average number of days between requests and visits to high employers with employment between 1-500	45	28	45	45	45	45
3944	K	Average number of days from visit close to case closure	50	66	49	49	45	45
3935	K	Percentage of high hazards initial visit requests received	90%	87%	90%	90%	90%	90%
10372	K	Percentage of facilities requesting customized program consultation assistance, training and on-site services	100%	100%	100%	100%	100%	100%
3913	K	Targeted at-risk employers inspected	332	330	504	504	600	600
3914	K	Percentage of at-risk employers inspected	83.0%	99.4%	84.0%	84.0%	96.0%	96.0%
10362	K	Number of targeted at-risk employers found to be non-compliant	199	122	202	202	360	360
10363	K	Percentage of revisited employers needing safety assistance	60%	40.7%	40%	40%	60%	60%
7904	S	Number of recurrent violators	25	25	30	30	30	30

¹ House Bill No. 1613 by Guillory (merger of safety and OSHA) - consolidated the Safety and the OSHA Section in the Office of Worker's Compensation Administration within the Department of Labor. The new consolidated sections will be known as the "Workplace Safety" section. As a result of combining objective 5 with objective 4, objective 5 will no longer be reported separately on the operational plan.

² The Louisiana Workplace Safety Program provides free consultation services to small employers by assisting them in developing effective safety and health programs. Services include on-site inspections, hazard identifications, training and safety program assistance. We anticipate continued increases in the base level of services delivered with emphasis on improving performance indicator goals by the addition of two OSHA Safety Consultant positions and through more effective employer targeting and promotional activities.

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GENERAL PERFORMANCE INFORMATION:						
LaPAS PI CODE	PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES				
		PRIOR YEAR ACTUAL FY 1997-98	PRIOR YEAR ACTUAL FY 1998-99	PRIOR YEAR ACTUAL FY 1999-00	PRIOR YEAR ACTUAL FY 2000-01	PRIOR YEAR ACTUAL FY 2001-02
12,673	Reporting employer total recordable incidence rate	1.78	1.77	1.52	1.68	1.64
12,676	Total recordable cases	6,900	7,250	6,200	6,275	6,789
12,677	Number of employers reporting	32,766	32,771	32,771	32,755	34,590

¹ Explanatory Note: The Total Lost Workdays Case Rate is the ratio of lost workday cases to the number of man hours worked compared to a base of 200,000 man hours. This figure is

² "Total Recordable Cases" should actually read "Total Lost Workdays Cases" and "Total recordable Case Rate" should read "Total Lost Workdays Case Rate".